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April 2011

Vol. 40, No.4

Supporting higher education information communications technology professionals
in contributing to the achievement of the strategic mission of their institutions



Jeri A. Semer, CAE
ACUTA Executive Director 1994-2011

Remembering Jeri Semer

In July 1994 Jeri Semer was presented to the ACUTA membership at the Annual Conference in Anaheim as the new Executive Director. The first search had ended with no successful candidate, but when the search committee found Jeri in the second search, there was no mistaking they made the right choice. In the 17 years that followed, Jeri proved how perfect she was for the job.

Everyone who knew Jeri knew how seriously she regarded her responsibilities as ACUTA's Executive Director. Her background was not in technology, but she quickly familiarized herself with the field of telecommunications; and as technology evolved, she always stayed abreast of the latest innovations. She welcomed change and thrived on challenge.

Jeri became a mainstay on the Legislative and Regulatory Affairs Committee, and through the years she encouraged the committee to take the lead representing the interests of higher education information communications technology in Washington. She made multiple trips herself, and supported the development of an ongoing relationship with outside counsel to keep the membership informed on matters of importance.

A Certified Association Executive, Jeri had not only the skills and the intelligence required of an executive director, she also had the ability to relate to people. As former ACUTA President Jeanne Jansenius said in her posting to the Legacy Guestbook, "Jeri was not only a great leader to our organization but a great mentor to everyone who crossed her path. Her commitment to excellence was her shining star."

Dave Barta, ACUTA member now retired from the University of Oregon, said, "Jeri was a consummate professional manager who did all the hard and tedious business pieces with skill and fortitude. At the same time she brought a level of humanity and caring to her work which is too often missing. It was a pleasure working with such a graceful person."

Jeri set very high standards for herself as well as for the ACUTA staff. She always put the interests of ACUTA members first, and she was always willing to listen. She believed in processes and procedures, but was also flexible and open to new ideas.

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Randy Collett, who was ACUTA President in 1994-95, said recently, "It seems like only yesterday when I had the very good fortune of sharing Jeri's very first year as the Executive Director of our association. Her tenure has been transformative to the organization; but it's her deep and abiding friendship that we will all miss the most."

Jeri was a very private person, never wanting to burden others with difficulties of a personal nature. When she was diagnosed with cancer in August 2010, she expressed her preference that the information be shared only with those who would be directly affected. Working from her home in California and interacting face-to-face with staff and others on a very limited basis allowed her to pursue her treatments and yet control her public image.

Jeri continued to perform her duties until late February when she entered Cedars-Sinai Medical Center for another procedure. Her husband Mitch said that through it all, Jeri's heart and mind were with her staff, colleagues, and friends at ACUTA. On Friday, April 8, Jeri lost the battle she had fought so valiantly and with such dignity. A private family service was held on Sunday, April 10.

Cards and letters may be sent to the ACUTA office (152 W. Zandale, Ste. 200, Lexington, KY 40503), and the staff will forward them to Jeri's family.

Those who might like to make a contribution in Jeri's name to any of the ongoing programs at Cedars-Sinai can visit their online giving page at <https://www.discoveringforlife.org/sslpage.aspx?pid=345>.

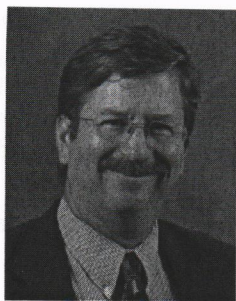
If we could say one more thing to Jeri now, it would surely be "Thank you. You have been an inspiration to many people."



A Few Notes from Friends...

- Jeri was the consummate professional, mentor, and colleague, and she became my friend. —*Matt Arthur, Washington University in St. Louis*
- Jeri was a good friend and respected leader in her professional life. She guided the ACUTA organization with her expertise and thoughtful interactions with everyone with whom she came in contact. She was a wonderful person and a role model to so many of us. —*Pat Todus, Northwestern University*
- I have known Jeri since my days at Salve Regina (1990-1997) and I have always felt perfectly comfortable turning to her with my questions, and have always received guidance and support from her. I for one will miss her enormously. —*Jeanne Spinosa, Johnson & Wales University*
- I am pleased and proud to have known Jeri for more than 26 years....She loved her work and did it so very well; I always admired the way she made everyone feel included regardless of the circumstances. She was the consummate association CEO, always seeking what was best for the association and its members and ensuring that each voice was heard, especially in meetings where consensus was important. She was always kind, gracious, generous, and supportive to me and to so many others whose lives she touched. —*Kathleen M. Edwards, CAE, CompassPoints*
- She was a great asset to ACUTA and I had a lot of respect for her. On behalf of all MiCTA members, I send our deepest condolences to her family. —*John Sundstrom, MiCTA*

From the President*



Matthew K. Arthur

ACUTA President 2010-11

Director, Incident Response

Washington University in St. Louis

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2010-2011 in Review

*Note: When this article was written, Matt Arthur was still ACUTA President. Due to the timing of this year's conference, the April eNews has just been distributed. Joe Harrington, President for 2011-12, will write his first President's column in the May eNews.

When I started the year as ACUTA President, my theme was "Honor the Past, Celebrate the Present, Strive for the Future." I believe we have done all of those things this year.

As we are striving toward the future, ACUTA is in the process of implementing some of the most sweeping changes we have ever done in one year. These changes are all based on how ACUTA focuses on our educational strategy. As you may recall, in July we held a one-day strategic-planning session that led to a task force whose report recommended several clear steps to take moving forward. At the core of these recommendations is the need to focus more of our efforts on online resources that include four free webinars that will be incorporated within your ACUTA membership beginning in October.

These online resources also include many changes we have made in the last year, such as the ACUTA website community area, and the updated eNews. These resources are accessible virtually anytime so that you can participate with no time away from the office and zero travel costs.

In order to assure that proper resources are available, we have increased the annual ACUTA dues. This increase brings us more in line with other association dues and allows us to have less dependence on in-person events for our budget. Along those same lines, we have listened to our membership and will be dropping our summer seminar starting in 2012.

Finally, at the recommendation of the Membership Experience Committee, your board has approved the removal of any limits on the number of named ACUTA representatives from each member institution. This is in recognition of how wide the net is that information communications technology spreads throughout all of our institutions of higher learning. Truly, we are no longer just an association of telecommunications

professionals. Spread the word on your campus and help others to become better at what they do so that your organization can be even more valuable to the core value of your college or university.

I would be remiss if I didn't take the time to recognize the wonderful work of each of our committees and subcommittees. New to our structure this year are the following: Ambassador Task Force, Environmental Scanning Committee, Journal/eNews Subcommittee, and the Publications Development Subcommittee. All of these groups have made wonderful contributions and will be great assets to ACUTA in the future. If they sound interesting to you, consider volunteering and becoming an active part of that future. Some highlights include:

- The Corporate Liaison Committee did a survey on voice and emergency systems with the results available on the ACUTA website. They also distributed a flyer of success stories at this year's Annual Conference.
- The Environmental Scanning Committee set up a repository of information resources that they will continue to update. They also conducted the first environmental scanning survey and published the results on the ACUTA website.
- The Higher Education Advisory Panel again developed the theme and content for the Strategic Leadership Forum.
- The Legislative and Regulatory Committee continued to be our voice at the higher levels of government and with other associations as they focus on issues such as universal service, net neutrality, the broadband stimulus package, and the IRS/tax issue on cell phones.
- ACUTA's Membership Experience Committee spearheaded a drive to provide unlimited ACUTA membership lists for our institutions and produced our first YouTube video about the benefits of being an ACUTA member.
- The Publications/Media Committee stewarded two new subcommittees into participation and helped move the Social Networks subcommittee into their second year.
- The Program/Content Committee took the lead to implement both long- and short-term goals coming from the strategic planning discussed earlier. I know if you have any ideas/thoughts about this ever-so-important area, they would love to hear from you. Contact Donna Hall (dhall@acuta.org).

I am sure that Joe Harrington will continue the great work that has been done this past year as he takes over as President. Joe and the new board will work hard to represent each and every one of you in moving our wonderful association forward. Remember though, that we can only continue the tradition handed down to us by stepping up to volunteer as individuals. Take a larger role in ACUTA and be amazed at the way you will grow as an information communications professional.

ResNet Tips

Charles Brady
Apogee CEO

cbrady@apogeenet.net

Today's students immerse themselves in an unprecedented number of mobile connected devices. The mobile landscape now extends far beyond the laptop computer to a diverse array of tablets, smart phones, network-enabled televisions, DVRs, DVD and Blu-Ray players, gaming consoles and much more. These technological marvels have become so ubiquitous one could argue that the college experience would not be complete without them. In this new environment of online mobility, colleges—residence halls in particular—must rise to the challenge of supporting these bandwidth and connectivity needs or risk falling behind in the race to meet student expectations and gain residential headcount.

If you're tasked with providing residential networking (ResNet) support for students, consider the following suggestions to stay ahead of the field and keep student residents happy.

1. Anticipate bandwidth demand and grow to meet their needs.

Bandwidth usage is growing exponentially as video and multimedia content become an increasingly larger part of students' online lives. As technology demands escalate, it has become essential to build a residential network that meets the needs of current students and future generations. For example, instead of allocating just one IP address per student, consider the option of providing publicly routable IP addresses to each device, thus enabling simultaneous connections without significantly affecting network performance for your residents.

2. Provide 24/7/365 Support

While we may dream of a world where students need technical support only between 9 a.m. and 5 p.m., statistics indicate that students are most active on the network at midnight. Providing support for connectivity issues above and beyond normal office hours is critical to ensuring resident satisfaction and around-the-clock connectivity. Increasingly, schools such as Ithaca College, the University of North Texas, and San Francisco State University are providing 24/7/365 support.

3. Provide Tiered Internet Service Levels

For the future Bill Gates or Mark Zuckerberg who may, at this moment, be incubating a startup in your residence hall, you want to ensure that you're providing an ample level of bandwidth connectivity and support. However, as most students likely engage in less ambitious network consumption, providing a basic wired connectivity coverage option with higher tiers of opt-in service allows you to meet students at every level, and cost-recover the bandwidth usage of your top consumers.

4. Provide Wall-to-Wall Wireless Coverage

While many colleges have begun offering wireless connectivity in the classrooms, a large number of residence halls are not so well equipped. This may be because the challenges inherent to providing residential WiFi are many, often requiring a network schematic that allows for strong signal despite thick walls, fire doors, metal elevators, high-density electrical interference, and pre-cold war era building practices. Luckily, these challenges are not insurmountable, and colleges such as Birmingham-Southern College and Centenary College of Louisiana have successfully implemented the most advanced 802.11n wireless standard.

5. Consider Managed Residential Services

In an economy of shrinking IT budgets, higher education institutions are challenged to do more with less and still stay ahead of the technology curve. Some have achieved significant cost savings and enhanced departmental productivity by partnering with a specialized ResNet provider, often avoiding the initial investment on equipment and installation and allowing them to defer upfront capital expenditure and still implement a state-of-the-art residential network with a roadmap for future growth. IT staffers may also heave a collective sigh of relief when trouble-shooting calls become the responsibility of the new network partner.

As every new wave of incoming freshmen becomes increasingly reliant on their network-enabled technology, it has become essential that schools provide a world-class residential network to remain competitive. By considering these tips as you review your ResNet demands, you should be well on your way!

IT's Funny!



Thanks to Cartoon Resource for allowing us to share their cartoons with you. If you like them, let me know (pscott@acuta.org). If you have a use for cartoons yourself, let them know at licensing@cartoonresource.com.

The Daily Grind: What's on Your Desk Today?

Riny Ledgerwood
San Diego State University

New Feature: Acknowledging that ACUTA members are most interested in how colleagues on different campuses are handling the day-to-day problems that everyone seems to face, this column will solicit your input about what's happening right now at your desk. This month, we asked Riny Ledgerwood.

At San Diego State University, we are finding more and more campus departments using unsupported VoIP products on their desktops, such as MagicJack or Skype, in order to save money on long distance costs. This creates some problems due to increased technical risk and support issues.

If we continue to allow faculty and staff to do their own thing, over time the campus will no longer have a unified voice mail system, or common phone numbers for faculty and staff, thereby creating difficulty in supporting and contacting them, especially in an emergency.

When something breaks either by firewall rules, network changes, or something unforeseen, we will still be in the position of supporting all of these users and their various devices. We have seen some of the same issues in the networking areas over the years with personal hubs, switches, routers, and wireless APs. While there are some technical solutions we can implement to block SIP traffic, this issue must be addressed through revising our campus policy.

Board Report March

George Denbow
Univ. of Texas, Austin
ACUTA Secretary/Treasurer
[george.denbow@mcombs.
utexas.edu](mailto:george.denbow@mcombs.utexas.edu)

The Board met via conference call on March 2, 2011, and approved the following items.

- Monthly Committee Minutes and Reports
- Committee/Subcommittee Appointments
 - * Corporate Liaison: Ric Simmons, LSU; Wendi Lisso, Apogee
 - * Young Professionals: Emily Harris, Vassar; Savannah Armijo, Marywood Univ.
 - * Membership Experience: Charles Friedrich, Florida State Univ.
 - * Program Committee: Scott Claverie, Calif. State Univ.-Chico; Paula Miner, Univ. of Texas System; David Wieczorek, Loyola Univ. Chicago; Adrienne Gerald, Rutgers
 - * Journal Editorial Review Board: Ray Horak, The Context Corporation; Walt Magnusen, Texas A&M; Pat Todus, Northwestern; Jim Cross, retired; Art Leible, Texarkana College; Dave O'Neill, SUNY Empire State College; Cindy Phillips, No. Illinois Univ.
- Membership Recruitment Report
- Report of FCC Activities: Walt Magnussen
- 12/31/10 Financial Statements

President's Report: Mr. Arthur discussed the marketing plan, saying that articles had been written for the eNews and for advertising purposes. He also indicated that Mr. Harrington would be involved in a video to promote ACUTA's new direction. He also provided an update on plans for the Annual Conference.

Secretary/Treasurer's Report: Mr. Denbow discussed the quarterly meeting with David Jones of Wells Fargo. The investment portfolio is performing better than expected as budgeted.

Executive Director's Report: Mr. Arthur provided the results of the election. President-elect is Jennifer Van Horn; Secretary/Treasurer is Riny Ledgerwood; Directors-at-Large are Mark Reynolds and Randy Hayes.

New Business: Additional new committee chair appointments were approved, including Jana McDonald to continue with Young Professionals, Jeanne Jansenius to continue with Publications/Media, and Michele Morrison as the new chair for the Membership Experience Committee. Michael Palladino was also appointed Director at Large.

Respectfully submitted,

George Denbow
ACUTA Secretary/Treasurer

When Did We Last Try This?

From the "Lessons Learned" file:

An enterprise installed a backup power generator. It was sized correctly. Testing the generator worked as planned. The enterprise felt very comfortable that in the event of a power outage, the generator system would support their environment for days.

The power outage occurred. The generator started and worked for about one minute, then stopped. It could not be restarted. The enterprise discovered that in not exercising the generator configuration, rust had accumulated in the fuel tank. Once the rust encountered the fuel filter, the filter became completely clogged. It took hours to determine the problem and resolve it. Lesson learned: Always exercise the backup facility at least once each month to ensure successful backup.

Submitted by Gary Audin, Delphi, Inc. Contact Gary at delphi-inc@att.net.

View 8 Sessions from the Annual Conference at Your Desktop

Eight sessions from the Annual Conference are available as Windows media files on CD/DVD. Great information you can review yourself or share with coworkers.

Sessions include:

1. Shift—How to Stay Relevant and Brilliant in Times of Change!
2. Implementing DAS on Campus: You Still Can't Hear Me?
3. UF Alert Emergency Notification
4. The Current State of Wireless Data Networking
5. The Legends of ACUTA Celebrate ACUTA's 40th Year
6. Migrating from a TDM-based PBX to an IP-based PBX
7. Merging the Old and New: Unified Communications at Lourdes
8. Pushing the Adoption of Unified Communications

Order today: <http://www.acuta.org/sc11video>

Sessions from other events are also available as CD/DVDs from the ACUTA e-store at www.acuta.org/store. The CD/DVD comes in a high-quality Windows Media video format that can play on your laptop or desktop computer. The cost is \$189/members or \$219/non-members. Benefits include:

- More than 8 hours of high-quality video and audio on a single CD/DVD disc
- Handouts of several sessions included on same disc in Adobe Acrobat PDF format
- No Internet connection required for viewing video
- Portable and archivable for long-term viewing and review
- Can be copied to any portable device that accepts Windows Media video files

ACUTA 2011 Event Calendar

Summer Seminar July 17-20 Baltimore, MD Hyatt Regency 1. To Eternity & Beyond— Emerging ICT Technologies 2. Funding ICT Services— No Free Lunch	Fall Seminar October 9-12 Boston, MA Boston Park Plaza 1. Emergency Communications Management 2. Supporting Users Communi- cating on the Move	Winter Seminar January 22-25 Palm Springs, CA Renaissance Esmeralda Topics TBA	Annual Conference April 29-May 2 Indianapolis, IN JWMarriott
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Info Links

Randy Hayes

Univ. of Northern Iowa
randal.hayes@uni.edu

Frequently, vendors, associations, governmental bodies, and others provide white papers and other informational documents which are announced through a variety of media sources. While some admittedly have a certain slant or opinion, others are quite objective; however, they often contain valuable information. Below are links to selected documents.

- TPI - The USF—What do High-Cost Subsidies Subsidize?:
http://www.techpolicyinstitute.org/files/wallsten%20universal_service_money_trail_final.pdf
- NECA - Refutation of TPI White paper on USF Subsidies:
<https://prodnet.www.neca.org/publicationsdocs/wwpdf/22511usac.pdf>
- RCA - Economic Impact of Wireless B-band in Rural America:
Exec. Summary: <http://rca-usa.org/wp-content/uploads/2011/02/Economic-Study-Executive-Summary-02.24.11.pdf>
Full Study: <http://rca-usa.org/wp-content/uploads/2011/02/Economic-Study-02.24.11.pdf>
- Intel - 2011 Mobile Technology Etiquette Factsheet:
<http://newsroom.intel.com/docs/DOC-1883>
- NASCIO - State IT Workforce—Under Pressure:
http://www.nascio.org/publications/documents/NASCIO_ITWorkforce_UnderPressure.pdf
- NASCIO - State CIO Priorities for 2011:
http://www.nascio.org/publications/documents/NASCIO_ITWorkforce_UnderPressure.pdf
- Tax Analysts - Taxes & Fees on Wireless Service:
<http://www.ksefocus.com/wordpress-content/uploads/2011/02/2010-Tax-Study-Final-Tax-Notes-PDF.pdf>
- NAP - Wireless Technology Prospects (Read Online Free):
http://www.nap.edu/catalog.php?record_id=13051#description
- FCC/USAC - USF Contribution Base for 2nd Qtr 2011:
<https://prodnet.www.neca.org/publicationsdocs/wwpdf/22511usac.pdf>
- EU - Neelie Kroes—Where are we with the digital agenda?:
<http://europa.eu/rapid/pressReleasesAction.do?reference=SPEECH/11/132&format=HTML&aged=0&language=EN&guiLanguage=en>
- NARUC - COLRs, ETCs, and State Administrative Roles:
<http://www.naruc.org/special/COLR,%20ETCs%20and%20State%20Roles%20White%20Paper%202011%2002%2007.pdf>
- NARUC - Inter-carrier Compensation:
<http://www.naruc.org/special/Inter-carrier%20Compensation%20White%20Paper%202011%2002%2007.pdf>
- NARUC - Reform Scenarios & Potential Financial Impacts:
<http://www.naruc.org/special/Reform%20Scenarios%20and%20Financial%20Impacts%20White%20Paper%202011%2002%2007.pdf>
- NARUC -- Separations: www.naruc.org/special/Separations%20White%20Paper%202011%2002%2007.pdf
- NARUC - USF & Inter-carrier Compensation Reform Plan:
<http://www.naruc.org/special/Shifman%20White%20Paper%202011%2002%2007.pdf>
- NARUC - The “Omaha” Plan—Reform of Universal Service:
<http://www.naruc.org/special/Omaha%20Plan%202011%2002%2007.pdf>
- NECA/Others - Comments/Update to Rural B-Band Report:
<https://prodnet.www.neca.org/publicationsdocs/wwpdf/3211neca.pdf>
- NAF - Two Perspectives on National Broadband Plan:
<http://www.youtube.com/watch?v=FEcfAL1vxG8&feature=youtu.be>
- NAU (U.K.) - ICT in Government—Landscape Review:
http://www.nao.org.uk/publications/1011/ict_in_government.aspx
- FCC - Section 257 Triennial Report to Congress:
<https://prodnet.www.neca.org/publicationsdocs/wwpdf/fcc1133.pdf>
- HIMSS - Healthcare Technology Outlook Survey:
<http://www.avaya.com/master-usa/en-us/corporate/pressroom/pressreleases/2011/himssresults.pdf>
- Geneca - Survey on Software Project Failure Reasons:
<http://www.genecaresearchreports.com/index.html>
- Forrester - Effective Mobile Mgmt. Strategy for Education:
http://content.maas360.com/www/content/wp/FLK-WP-MDM_Education.pdf
- NCP - Economic Benefits of Special Access Price Reductions:
<http://www.nochokepoints.org/sites/default/files/FinalRevised%20EI%20Report.pdf>
- NTCA - Consumers Unable to Complete Calls to Rural America:
<http://www.nochokepoints.org/sites/default/files/FinalRevised%20EI%20Report.pdf>
- USDA - ARRA Working For Rural Communities:
<https://prodnet.www.neca.org/publicationsdocs/wwpdf/3911usda.pdf>
- NFWL - Policies for Empowering Women with Broadband:
<https://prodnet.www.neca.org/publicationsdocs/wwpdf/3911bbreport.pdf>
- CFA - Internet Access & Net Mgmt. Practices—Public Opinion:
<https://prodnet.www.neca.org/publicationsdocs/wwpdf/311cfa.pdf>

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Welcome New Members

Institutional Members

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Check It Out:

Press Releases, Job Postings, RFIs/RFPs, Special Deals, and Corporate Webinars

The ACUTA website is a useful tool for communicating with other members, whether you've got some exciting news to share, a position to fill, or a project for which you need a vendor. Check the website for the latest postings frequently. Here are items that have been posted since our last eNews.

PRESS RELEASES

- New Website vividfuture.org Connects Job Seekers to Telecom Careers, Education and Information
- AT&T Enhances Campus Communications with New Messaging Platform
- Oberon, Inc. Announces New GSA Pricing
- *Wall Street Journal* Names ExteNet Systems to 2011 "The Next Big Thing" List of Top 50 Venture-Backed Companies
- Elevate ADA Compliance with New e2Campus Broadcast TTY Service
- Verizon Powers Immersive Video for SUNY Oswego
- Campus Televideo Releases 2011 Bandwidth and Information Technology Report

JOB POSTINGS: Help your colleagues who are looking for work! To send job postings, go to www.acuta.org. Click on one of the jobs listed there and you will link to the jobs we have now and a link where you can post a job.

- Network Engineer, Miami University, Oxford, OH
- Systems Analyst, Miami University, Oxford, OH
- Director, Telecommunications & Network, Barry University, Miami Shores, FL
- Technology Support Analyst, Miami University, Oxford, OH
- Senior IT Architect, University of Southern Mississippi, Hattiesburg, MS
- Programmer VII, UC Davis Health System, Sacramento, CA

RFIs/RFPs: No new RFPs have been posted this month. Submit yours today!

SPECIAL DEALS!: Watch the website for more new Special Deals!

- HP Networking Cisco Trade-In Promotion

FREE WEBINARS HOSTED BY ACUTA CORPORATE MEMBERS

Many free webinars are available through ACUTA Corporate Members. Check the website at www.acuta.org/corporatewebinars to see what is currently available. (Corporate members e-mail Amy Burton at aburton@acuta.org to get your free webinars listed.)